

Senate Finance and Public Administration Legislation Committee

ANSWER TO QUESTION ON NOTICE

Finance and Administration Portfolio

Department of Finance and Administration

Budget Estimates Hearing - May 2006

Question: F27

Outcome 3, Output 3.1

Topic: MOP(S) Employee Training

Hansard Page: F&PA18

Senator Moore asked:

This has been offered but I do not think that it has been offered a lot and I would like to see what the interest was in it. The other sphere of training on which I want to ask some questions is the team conflict management stream. On notice, can you tell me the number of staff who took that option up? I do not wish to know where because that would be breaching privacy, but just in terms of what the interest was in that and the numbers in that particular training course that made it one that was able to continue. You mentioned that some courses needed a core number to attend. On the conflict one, I would like to know what the core number is. In terms of popularity—and this is on notice as well—in the range of courses you offer, what are the top three? The other questions concern cultural awareness training in terms of Aboriginal and Torres Strait Islanders and dealing with people from a non-English-speaking background. Are those courses available?

Answer:

Seventy-eight (78) MOP(S) Act employees attended the Conflict Resolution training.

The minimum number of registrations required to conduct the course was six (6). This number of registrations was required to be obtained at a date on or earlier than ten (10) business days prior to the delivery date.

During the period from 1 July 2005 to 30 May 2006 inclusive, the most popular courses in terms of attendance were:

1. Induction;
2. How to Conduct Research; and
3. Better Writing/Writing Effective Speeches (equal third).

Training regarding cultural awareness in terms of Aboriginal and Torres Strait Islanders and dealing with people from a non-English-speaking background is not specifically available. The Department is in the process of designing and facilitating delivery of Constituent Management Training Courses for MOP(S) employees.

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An Introductory and an Advanced course will be offered. These courses will focus on the needs of MOP(S) employees in terms of assisting constituents, including cultural sensitivity and diversity. The courses are being designed specifically for the MOP(S) workforce and the Department has conducted focus groups and interviews with staff to ensure the training is tailored to their needs.